
Purpose	To outline the role of the state agency in documenting and evaluating sanctionable actions, determining a course of action, and notifying clients and local agencies of the action taken.
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Report of Incident Made Directly To State WIC Office	When an incident is received by the State WIC Office directly from the person making the complaint, the following steps should be taken:
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Step	Action
1	The staff person taking the initial report completes the Integrity Screening Form.
2	Determine in what program area the report falls and give the Integrity Screening Form to the appropriate State Coordinator.
3	The state coordinator reviews to determine if the incident needs to be followed up at the local or state level.
4	If it is determined that the report should be followed up by local agency director, the report is sent to the appropriate local agency.
5	If it is determined that the report should be followed up by state agency staff, the coordinator begins follow-up of the incident by starting the appropriate follow-up form.

Incident Received By Local WIC Agency and Forwarded To The State Office	When the incident is received from the local agency, the appropriate state coordinator will review the documentation to see that it is complete and clearly understood. Supporting documentation (i.e. food instrument numbers, client statements, etc.) should be attached.
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Any information or documentation that is incomplete or missing on the Integrity Screening and/or Follow-up forms should be noted.

State staff will contact the appropriate party, (i.e. local agency, client, responsible party, vendor, etc.), to gather any missing or incomplete information identified during the review.

Evaluation	After all pertinent information is gathered by state WIC staff, the incident will be evaluated and a determination made whether to disqualify the client/clients.
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**Local Agency
Notification**

The State WIC Office will notify the local WIC agency of all decisions and copy them on all correspondence with clients.

**Notification of
Alternate Decisions**

Clients and local WIC programs will be notified by the State WIC office of all decisions which fall outside of those discussed in the Client Violation and Sanction Table located in this section.

If after State WIC staff has reviewed the incident and found no reason to take action or determines to take an alternate action, a letter will be sent to the client by the State WIC office stating this fact. The local WIC agency will receive a copy of all correspondence sent from the State WIC office to clients regarding the incident.

(Date)

Dear (Name of Responsible Party)

The Nebraska State WIC Office has determined that (name of WIC client(s)) violated WIC Program requirements. As a result of this violation we are assigning ____ sanction points to your record. A total of 20 points or more results in your disqualification from the Nebraska WIC Program. Since this total is 20 points or higher, you are being removed from the Nebraska WIC Program for 12 months, until _____. These points will on your record for 12 months from the date of this letter, until (date). These sanction points are for the following situation.

(Use the appropriate body of sanction letter for sanction points being assigned).

This decision to disqualify (name of WIC client(s)) from the Nebraska WIC program will become final 15 days after you receive this letter. If you wish to appeal this decision you must do so within 60 days of the date of this letter. Your request for appeal should be made to the Nebraska WIC Office at the following address:

Nebraska WIC Program
301 Centennial Mall South
P.O. Box 95044
Lincoln, NE 68509-5044

Please contact me at (phone) if you have any questions regarding this letter.

Sincerely,

State WIC Staff

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD.) USDA is an equal opportunity provider.

(Date)

Dear (Name of Responsible Party)

This letter is to let you know the results of the State WIC Office review of the following situation.

(Identify the situation)

After a review of the file, it has been determined that no sanction points will be assigned or placed in your file at this time.

Your record currently has a total of (identify #) sanction points. Remember a total of 20 sanction points may result in your disqualification from the Nebraska WIC Program. This could result in you not receiving WIC checks for a period of time.

Please contact me at (phone) if you have any questions regarding this letter.

Sincerely,

(State WIC Staff Name)

(State Staff Title)

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

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REQUESTING A FAIR HEARING

If I am dissatisfied with any decisions made regarding the eligibility or receipt of benefits for my child or myself, the following procedure may be followed:

1. I may request a fair hearing by mail, verbally, or by giving a written request to the State WIC Program. My request should be made within 60 calendar days from the date the State Agency mailed or gave me the written notice of denial or termination of benefits.
2. Health and Human Services will notify me of the time, date and place of the hearing at least 10 days before the hearing.
3. If my representative or I cannot appear at the scheduled time and place, I may request the hearing officer to change it. I will be provided one opportunity to reschedule the hearing date upon written request submitted to Health and Human Services. If my representative or I do not appear for the hearing or if I request the hearing to be cancelled, it will be cancelled.
4. I may present my position personally or by a lawyer. A relative or friend may assist me. I may look at my WIC/CSFP records before and during the hearing and bring witnesses to the hearing.
5. I will be sent a written decision concerning the hearing within 45 calendar days after the hearing was requested.
6. If I do not agree with the decision at the hearing, I may appeal to the district court within 39 calendar days from the date on the written hearing decision.
7. The detailed Fair Hearing Procedures are on file with the State WIC Office. A copy is available on request.